

**DUTY STATEMENT**  
**DEPARTMENT OF STATE HOSPITALS – ATASCADERO**  
**MEDICAL DIRECTOR’S OFFICE**

<b>JOB CLASSIFICATION: EXECUTIVE ASSISTANT</b>
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**1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES**

Serve in an executive capacity to provide staff assistance on sensitive departmental or program issues; to provide administrative assistance and secretarial support; to provide office management and other services; and to complete other related work. The Executive Assistant is responsible for relieving administrators of assigned administrative detail, for carrying out assignments on their own initiative, and for obtaining facts on which decisions are made. They will screen telephone calls and visitors; use considerable judgment in providing factual information in response to numerous inquiries; establish and maintain confidential and administrative files and prepare summaries of data pertinent to the work of the supervisor or the office. Perform difficult and responsible secretarial work and relieve the Medical Director and Assistant Medical Director of a variety of administrative and office details.

**50%**

**Establish and implement office procedures and computer-based office management systems to manage a busy office with the ability to constantly change directions due to numerous interruptions and requests while handling a multitude of daily assignments. Assist Department Heads, and other staff with administrative problems and procedures.**

**Independently draft correspondence on a wide range of subjects for administrators’ signature including items for collective bargaining proposals and collective bargaining information requests.** Maintain confidential and administrative files, including files concerning collective bargaining proposals and collective bargaining information requests, with an index for active and archive documents designed to facilitate easy retrieval. Receive and tactfully screen calls and visitors, answer questions, and/or refer to appropriate department/person. Screen, distribute, and maintain tracking system for incoming correspondence, arranging in order of priority with appropriate materials attached for reference. When appropriate, refer to staff member for reply and follow up to ensure timely completion of assignments as delegated by the Medical Director and Assistant Medical Director. Schedule events, coordinate projects and maintain meeting room reservations. Develops or assists in the development of office workload and planning standards, and budgets as necessary.

Coordinate travel arrangements: make hotel, airline, rental and/or state car reservations, and prepare all travel/training documents. Maintain

attendance records for medical staff members, allied health professional medical staff members, and medical staff support staff. Act as liaison to the timekeeper in Personnel. Maintain all manuals and other reference materials used by administrators. Relieve administrators of assigned administrative detail, for carrying out assignments on own initiative and for obtaining facts on which decision are made.

30%

**Independently develops, implements and monitors various types of contracts for consulting medical staff and for medical staff supplies. Researches and gathers data from other agencies and sources to create bid documents.**

**Provide back up secretarial support for the Hospital Administrator** in the absence of the Executive Assistant in addition to providing secretarial support for other members of the Executive Team. Duties include, but are not limited to:

- Telephone coverage, which includes hand delivering messages to the appropriate manager
- Print and provide agenda/minutes for scheduled meetings
- Coordinate the manager's calendar
- Process incoming and outgoing mail
- Appropriately handle and route any and all confidential documents and inquires
- Ensure the manager personally receives high priority documents
- Type correspondence for the manager
- Act as receptionist for the Medical Director's Office
- Act as recorder at regularly assigned meetings if an alternate is unavailable and finalize the minutes
- Any other tasks required by the manager
- Provide back up secretarial support for the Executive offices in the absence of any administrative assistant/secretary
- Maintain open communication with the administrative assistants and administrative secretaries

10%

Prepare reports and summaries resulting from administrators' meetings, including meetings concerning collective bargaining strategies and goals. Knowledge of Excel, Access, and Microsoft Windows applications.

Follow-up on employee communications, notifying appropriate staff of emerging issues and urgent requests; tracking high-profile patient and family requests and complaints and providing follow-up on correspondence to other agencies, Licensing, and the Joint Commission.

- 10%** Completion of hiring and out-of-class packets including justifications, duty statements, and organizational charts. Scheduling hiring interviews to fill vacant positions as needed including selecting the panel members, producing interview questions with possible answers, and ensuring the panel has the appropriate employment documentation completed. Maintain appointment calendars, schedule meetings, prepare agendas and minutes for meetings and distribute accordingly.

**Coordination and completion of Annual Performance Evaluations and Probationary Reports for department managers and employees including updating duty statements, documentation of required training, annual health screening and license verification, and related supervisory requirements.**

**2. SUPERVISION RECEIVED** – Medical Director (Chief Psychiatrist)

**3. SUPERVISION EXERCISED** – None

#### **4. KNOWLEDGE AND ABILITIES**

**KNOWLEDGE OF:** The principles and methods of public and business administration; office management principles, methods and procedures; good personnel and fiscal management practices; the organization's relationship with other governmental entities; the Administrator's responsibilities with regard to the organization's programs; the functions, programs and operations in the Administrator's area of responsibility; the principles and practices of supervision; the Department's EEO objectives; a supervisors role in the EEO program and the processes available to meet EEO objectives.

**ABILITY TO:** Think clearly and analyze problems of organization and management and take effective action; handle sensitive and confidential assignments with tact and diplomacy; work under pressure and time constraints; handle changing priorities; establish and maintain cooperative working relationships; communicate effectively; type at a speed of 45 words per minute; and supervise the work of others; effectively contribute to the departments EEO objectives.

#### **5. REQUIRED COMPETENCIES**

**INFECTION CONTROL** - Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

**SAFETY** - Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards.

**CULTURAL AWARENESS** - Demonstrates awareness to multicultural issues in the workplace, which enable the employee to work effectively.

**PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION**

Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

**SITE SPECIFIC COMPETENCIES** - Manage a busy office with the ability to constantly change directions due to numerous interruptions and requests while handling a multitude of daily assignments.

Oversee department employees and interact confidentially and professionally with care and tact with other administrative offices, departments, and programs including outside facilities, other State agencies, and the public.

Function independently with self-motivation on assigned duties and new assignments without burdening the administrator. Continuously learn the needs of the Medical Staff to alleviate responsibilities of the Medical Director and Assistant Medical Director by tackling problems or assignments for them with original ideas.

**TECHNICAL PROFICIENCY (SITE SPECIFIC)** - Maintain all manuals and other reference materials used by administrators. Prepare faxes and use the Electronic calendar for the daily meetings of the Medical Director and Assistant Medical Director. Prepare work orders; order office supplies; and maintain the administrative hallway photocopy equipment. Operate electronic check writer, record checks, and meter counts. Maintain current knowledge and expertise regarding the LAN and PC operations.

**6. LICENSE OR CERTIFICATION** – Not applicable.

**7. TRAINING** – Training Category = 10

The employee is required to keep current with the completion of all required training.

## 8. WORKING CONDITIONS

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations, as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

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Employee’s Signature

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Print Name

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Date

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Supervisor’s Signature

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Print Name

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Date

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Reviewing Supervisor’s Signature

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Print Name

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Date